

The bachelor thesis deals with the issue of prevention and solving of conflicts caused by aggressive behaviour of users of services of low threshold children and youth club. It generally looks at aggression, what its sources, types and causes are. It describes a period of growing up with specific attention paid to aggressive behaviour of an adolescent. It introduces a social service called Low threshold club, its purpose and offer of services. But above all it concentrates on conflicts, which are caused by aggressive users of the service. It encompasses proceedings for the workers of low threshold clubs to prevent conflicts and to solve the already existing ones. The thesis as well includes an analysis of interviews with workers of low threshold clubs for children and youth in the capital of the Czech Republic, Prague.